

## Attachment B

### Quality Assurance Surveillance Plan (QASP)

<b>Performance Objective</b>	<b>Performance Standard</b>	<b>Acceptable Quality Level</b>	<b>Monitoring Method</b>	<b>Incentive (Positive and/or Negative)</b>
<i>What do we want to accomplish as the end result of the contract? What task must be accomplished to achieve the desired result?</i>	<i>What should the standards for completeness, reliability, accuracy, timeliness, quality and/or cost be?</i>	<i>To what degree must the standards be met for overall performance to be considered acceptable? The minimum acceptable level of performance.</i>	<i>How will we determine that success has been achieved? Who will have the authority to make that determination?</i>	<i>Impact on Contractor Payments</i>
<b>1.a. Agency Architecture</b>  - LAN/WAN/ VMWare  - Installation/Removal of servers  - User account management  - Physical/Virtual server capacity and storage management	- Network Manager is immediately notified of major performance issues.  - All new servers are configured according to the Agency SCD (Standard Configuration Document) including installation of all software patches and virus definition files before they are connected to the network.  - Requests for user accounts or modifications to user access rights are completed within one business day of receipt.  - All servers and storage utilization are monitored to ensure the servers have adequate processing, memory, and disk capacity to ensure the	- Network is available for users 99.9% of the time between 7 a.m. and 5 p.m. Monday – Friday.  - No misconfiguration errors from the SCD, or failures to apply historical patches or current virus pattern files are allowed.  - 90% of all account request must be completed within the standard.  - The servers must remain operational, without displaying problems related to constrained resources or disk space 99.9% of the	- Total monthly server and switch uptime will be calculated by the IRMD Network Administrator, by multiplying the number of business hours in the month by the number of servers and switches. Down time will be deducted from the total, and the percentage will then be calculated.  - The ISSO (Information Systems Security Officer) or alternate will determine the status of this objective by reviewing monthly and bimonthly PowerShell and BigFix reports, as well as reviewing network vulnerability scans.  - The COR or OARM-Cin/ IRMD Active Directory (AD) administrator will review the work request records to ensure the requests are completed within the standard.  - The OARM-Cin/IRMD Active Directory (AD) administrator or ISSO will review the monthly VMWare resource utilization report, physical	A 1% penalty will be deducted from the monthly payment for non-compliance.  Note: Events or occurrences that are out of the Contractor's control will not be held against it when calculating the acceptable quality (i.e., delays in problem resolution caused by the slow or non-response of vendor support, unavailability of government funds, etc.)

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	servers remain operational.	time during business hours.	server logs, and server disk allocations to identify any issues/problems and related causes.	
-Configuration/ Change management	-All configuration changes must follow OARM-Cin and EPA configuration/change management policies and procedures.	-100% of all qualifying configuration/change management events must have an accompanying approved Configuration/Change Management form.	-The COR or other designated OARM-Cin/IRMD federal staff member will reconcile all qualifying configuration/change management request with approved Configuration/Change Management forms.	
-Database server configuration	-Install database software and manage the underlying operating system to ensure the servers remain operational.	-The databases must remain operational, 99.9% of the time during business hours.	-The COR will make note of any database downtime and calculate the uptime percentage by multiplying the number of database servers by the number of business hours in the month.	
-IP address request	-Enter all IP address requests into the IP Registration system (VitalQIP) within four business hours of receipt.	-90% of all VITALQIP requests need to be entered in to the VITALQIP system within four business hours of receipt.	-The OARM-Cin/IRMD AD administrator or ISSO will review all IP address request receipt times with the VITALQIP generated message, or other communications from the Contractor that a VITALQIP request is pending.	
-Network port and patch cable request	-Complete all network port and patch cable requests within four business hours of receipt.	-90% of all network port/patch cable requests shall be completed within four business hours of receipt.	-The COR will review all network port/patch cable request start and finish times.	
-Cisco switch port security request	-Complete all Cisco switch port security requests within six business hours of receipt.	-90% of all port security requests shall be completed within six business hours of receipt.	-The COR will review all network port/patch cable requests start and finish times.	
<b>2. Service Desk</b>				
-Customers are satisfied and needs are met for IT systems support.	-Analyze, resolve, and satisfy user requirements for IT systems and support as detailed in the Performance Work	-Not more than two (2) valid complaints per month are received by the COR. A customer complaint will be	-Tracking of customer complaints will be conducted by the COR through periodic and	A 1% penalty will be deducted from the monthly payment for non-compliance.

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	Statement (PWS). Service desk staff shall enter the information into Remedy (or similar approved work order management system), route each service request to the appropriate support area within 2 hours of receipt, and enter IP registrations into the Agency's database for approval within 1 day.	determined to be valid if, upon investigation by the COR, it is determined that the complaint was due to non-compliance with the requirements of this PWS. If the COR determines a complaint is valid, the Contractor will be provided the opportunity to rebut the complaint, which would then be reviewed by COR again and, if necessary, by the CO.	sporadic reviews of work request ticket records.	
<b>3.a. Demand Management Internet/Intranet</b>  -The Contractor shall design and create Web pages using a variety of Web authoring software.  -Monthly broken link reviews.  -Customer updates to web pages.	-All web pages conform to the Agencies standard "look and feel policies". Specific performance standards will be negotiated on a project-by-project basis during project planning.  -Monthly broken link reviews are to be completed within one business week of receipt of the request.  -Customer webpage update requests are to be completed within one business day unless otherwise specified by the customer.	-The new or modified web page(s) or application(s) meet(s) customer requirements and are accomplished within the timeframes specified on a case-by-case basis, per project.  -95% of broken links are to be repaired or removed during the applicable review.  -95% of all customer update requests will be completed within the defined timeframe.	-Formal acceptance of new or modified web page(s) or application(s) will be accomplished via written approval from the COR or other designated EPA personnel.  -The Contractor will provide a list of all broken links identified and corrected during the review. The OARM-Cin/IRMD Web administrator will test the links in the list to ensure they are functional, as well as other random links to ensure none are missed.  -The COR or other designated OARM-Cin/IRMD federal staff member will review the customer web page update requests for start and completion times.	A 1% penalty will be deducted from the monthly payment for non-compliance.
<b>3.b. Voice and Video Telecommunications Support.</b>				

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<p>-Install, relocate, and remove telephone sets, change telephone features, document all service locations, perform minor equipment repair when feasible, coordinate repairs with outside vendors when directed; provide voicemail system support, and support for voice and VTC, cable TV, and satellite downlinks. Provide telephone switch preventive maintenance, repairs, and upgrades.</p>	<p>-All staff is provided with working telephones as assigned, with the exception of telephone troubles and outages. All service locations are documented. The Contractor handles telecommunications systems administration, routine preventative maintenance, and repairs. Maintenance records are complete, timely filed, and accessible to EPA staff. Outages are immediately reported to the COR and IRMD Management. All requests are handled within the specified response times. Current system documentation is maintained for all telecommunications systems. Equipment setup meets user specified requirements. Customer training on operation of the various devices is provided when required.</p> <p>Response Times:</p> <ul style="list-style-type: none"> <li>•Telephone Trouble – 12 hours.</li> <li>•Dead Telephone – 4 hours.</li> <li>•Dead Priority Telephone – 2 hours</li> <li>•Severe Priority Service – immediate.</li> <li>•Relocate Telephone – generally 3 days, or as specified by the Government beyond 3 days.</li> <li>•Install Telephone – generally 3 days, or as specified by the Government beyond 3 days.</li> <li>•Voice Mail Change – 8 hours.</li> </ul>	<p>-Repairs/changes are handled with minimal disruption. The PBX and voicemail systems are operational no less than 99.9% of the time, unless due to events outside of the control of the Contractor.</p> <p>Response Times Compliance Requirements :</p> <ul style="list-style-type: none"> <li>•Telephone Troubles – 95% of the time.</li> <li>•Dead Telephone – 95% of the time.</li> <li>•Dead Priority Telephone – 98% of the time.</li> <li>•Severe Priority Service – 98% of the time.</li> <li>•Relocate Telephone – 95% of the time.</li> <li>•Install Telephone – 95% of the time.</li> <li>•Voice Mail Change – 98% of the time.</li> </ul>	<p>-Periodic and sporadic review of work request ticket records by the COR. Tracking of customer complaints by the COR. Telecommunications systems documentation will be reviewed on a monthly schedule to ensure it is current, complete, and accurate. Maintenance records will be examined periodically to ensure that proper routine preventive maintenance guidelines are followed.</p>	<p>A 1% penalty will be deducted from the monthly payment for non-compliance.</p>
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<p>-The Contractor shall maintain hallway announcement monitors/TVs and digital signage.</p> <p>-Update Master Phone Line Inventory Spreadsheets</p>	<p>- Keep them up-to-date by posting or removing items, such as various announcements and small video clips, within three (3) business days of receipt from the Government, unless otherwise specified.</p> <p>-Within one day of any physical add, move, change, or deletion affecting data contained within the inventory spreadsheets.</p>	<p>-Performance standard must be met 90% of the time.</p> <p>-Performance standard must be met 100% of the time.</p>	<p>-Periodic and sporadic review of work request ticket records by the COR. Tracking of customer complaints by the COR.</p> <p>-Designated EPA personnel will spot check the accuracy of information by sampling data. Inaccuracy of data or missed updates will be reported to COR from any source, and investigated by COR. The Contractor will be informed of any inaccuracies and shall make corrections.</p>	
<p><b>4. Service Continuity Management</b></p> <p>- Tape backup management.</p> <p>-Update COOP/Disaster Recovery (DR) documents and processes to reflect corrections to deficiencies identified during DR/COOP testing.</p>	<p>-Tape backups are completed on a nightly basis according to the tape backup schedule.</p> <p>-All tapes are labeled and transferred as required by the tape backup procedures.</p> <p>-All corrections completed within 2 weeks of the completion of the DR test.</p>	<p>-Performance standard must be met 100% of the time.</p> <p>-Performance standard must be met 100% of the time.</p> <p>-Performance standard must be met 90% of the time</p>	<p>-Daily backup reports will be reviewed by the ISSO for completeness.</p> <p>-One tape vault log will be reviewed by the ISSO or his Alternate on a monthly basis. All tapes in the vault need to be identified in the log.</p> <p>-The OARM-Cin COOP manager will track all required updates and calculate the percentage complete two weeks from the test date.</p>	<p>A 1% penalty will be deducted from the monthly invoice for non-compliance.</p> <p>Note: Performance standard for tape backups are suspended during power maintenance periods requiring server shutdowns</p>
<p><b>5. IT Security Management</b></p> <p>-Respond to virus/malware incident, or</p>	<p>-Initial response to virus/malware notification shall</p>	<p>- 90% of the time.</p>	<p>-The ISSO or alternate ISSO will review the</p>	<p>A 1% penalty will be deducted from the</p>

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CSIRC Security Incident Report (SIR).	be within one business hour. Other actions to remediate the incident shall be completed within one business day.		initial report and compare the initial response and final remediation to the standards. A percentage will be calculated from the data.	monthly payment for non-compliance.
-Security incident reporting.	-The ISSO and Alternate ISSO shall be notified immediately of any identified security incident.	-100% of the time.	-The ISSO or alternate ISSO will review all security incident reports received from the Contractor.	Note: Events or occurrences that are out of the Contractor's control will not be held against it when calculating the acceptable quality (i.e., delays in problem resolution caused by the slow or non-response of vendor support, unavailability of government funds, etc.)
-React to CSIRC alert notices, and installation of software security patches.	-All CSIRC alert patch installations or other remediation shall be completed within the time-frame identified within the CSIRC message.	-90% of the time.	-The ISSO or alternate ISSO will review the status of all patches in BigFix and calculate the average percent completed to determine the overall average.	
-Follow OARM-Cin/IRMD change/configuration management policies and procedures for relevant events.	-All change/configuration management events identified in the policies and procedures shall have a change management form completed and approved prior to implementation.	-100% of the time.	-The designated OARM-Cin/IRMD staff member will review the monthly work requests for qualifying change/configuration management requests and compare that with the approved change/Configuration management forms.	
-Provide C&A (Certification and Accreditation) and IV&V support and artifacts.	-The standards for providing C&A and IV&V support and artifacts shall be negotiated during the related kickoff/coordination meetings.	-100% of the time.	-The ISSO or alternate ISSO will track all submissions and dates of receipt.	
-Establish SCD audit settings on servers during initial system configuration, and modify as directed by Agency procedures.	-All audit settings will be established on servers during the initial configuration, prior to providing access to users.	-90% of the time.	-The ISSO or alternate ISSO will review PowerShell (or its successor) reports on audit settings and calculate the percentage of incorrect settings from the data in the report.	
-Remediate vulnerabilities identified during network vulnerability scans, and any security	-The Contractor shall complete remediation from vulnerability scans within the time frames below. Any vulner-	-100% of the time.	-The ISSO or alternate ISSO will review the status of the vulnerabilities at two weeks and one	

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<p>assessment scans completed by 3<sup>rd</sup> party assessors.</p> <p>-Manage SSL certificate expiration dates.</p> <p>-Conduct security testing for all applications developed by the vendor prior to deployment.</p> <p>-Provide investigative support to OIG Special Agents, the FBI, and other law enforcement agencies as directed by OARM-Cin/IRMD management.</p>	<p>abilities that do not have a vendor-identified remedy shall be identified for risk review and tracking. High – 2 weeks Medium – 1 month.</p> <p>-No SSL certificate is allowed to expire prior to renewal.</p> <p>-Performance standard and testing requirements shall be identified during project planning.</p> <p>-An immediate response may be required. Most instances allow one or two days' notice before support is required.</p>	<p>-90% of the time.</p> <p>-100% of the time.</p> <p>-100% of the time.</p>	<p>month after the scan results have been provided to the contractor.</p> <p>-The ISSO or alternate ISSO will monitor SSL expiration dates, and SSL certificate renewal requests.</p> <p>-The IRMD Network Administrator or ISSO will monitor testing requirements.</p> <p>-The ISSO or alternate ISSO will initiate any request for support and monitor the Contractor's response.</p>	
<p><b>6.a. Incidental Cabling Support</b></p> <p>-The Contractor shall install, test, enhance, remove, and maintain communications cabling within the EPA Cincinnati buildings.</p> <p>-The Contractor shall maintain wiring closets in a clean and professional manner, ensuring proper cable management adheres to current industry standards in all telecommunications closets, equipment racks, and cabling</p>	<p>- Requests for cabling shall be completed within five (5) business days of receipt of the work request unless otherwise specified by the Government. All work complies with Agency and industry standards.</p> <p>-All work complies with Agency and industry standards.</p>	<p>-95% of the time.</p> <p>-No more than two valid complaints due to a failure to adhere to any of these requirements are received by the COR per one month period. A customer complaint will be determined to be valid if, upon investigation by the COR, it was determined that the</p>	<p>-The COR or EPA Telecommunications Specialist will review completed work.</p> <p>-The COR, EPA Telecommunications Specialist, or Information Technology Specialist will review completed work.</p>	<p>A 1% penalty will be deducted from the monthly payment for non-compliance.</p>

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pathways. This includes making sure installed patch cables are properly color coded, the most appropriate length patch cables are used, ensuring all patch panels and equipment racks have a neat and well-dressed appearance, LabLAN, DSL, and production networks are not patched over to one another, and appropriate strain relief on the patch cables are used when possible.		complaint was due to non-compliance with the requirements of this PWS. If the COR determines a complaint is valid, the Contractor will be provided the opportunity to rebut the complaint, which would then be reviewed by COR again and, if necessary, by the CO.		
<b>6.b. Conference Room Setup and Related Equipment Maintenance</b>  -Set up computer and audiovisual (AV) equipment prior to scheduled use.	-Set up computer and audiovisual (AV) equipment upon request in EPA Cincinnati conference rooms. This shall include assisting customers with the use of the equipment and providing user-training on the use of conference room equipment. Perform daily maintenance/performance checks of all conference room PCs, as well as AV and VTC equipment, to ensure readiness, prior to scheduling for use. Verify that all PC patches have been applied, while also ensuring that patching does not occur during a scheduled conference.	-No more than two valid complaints due to failure to adhere to any of these requirements are received by the COR per one month period. A customer complaint will be determined to be valid if, upon investigation by the COR, it is determined by the COR that the complaint was due to non-compliance to the requirements of this PWS. If the COR determines a complaint is valid, the Contractor will be provided the opportunity to rebut the complaint, which would then be reviewed by COR again and, if necessary, by the CO.	-Tracking of customer complaints by the COR, as well as periodic and sporadic customer satisfaction surveys.	A 1% penalty will be deducted from the monthly payment for non-compliance.
<b>6.c. Hardware Inventory/Data base Update</b>  -A physical inventory	-The annual hardware	-100% compliance to the	-The IRMD Property	A 1% penalty will be



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is conducted annually, at the end of September, with the IRMD Property Officer.	inventory must be completed with the IRMD Property Custodian within 30 days of notification.	standard is required.	Custodian will initiate a request for inventory when the OARM-Cin Property Officer initiates the process. The Property Custodian will provide details of the start and finish date to the COR.	deducted from the monthly payment for non-compliance.
-Hardware adds/deletes/moves are noted in the OARM-Cin/IRMD hardware inventory database.	-OARM-Cin/IRMD hardware inventory updates must be completed no later than two business days after receipt of the information.	-The Contractor shall automatically update inventory databases when it is responsible for the equipment, such as installs and upgrades. Other equipment will be inputted as information is received from the EPA COR.	-The COR or other designated OARM-Cin/IRMD federal staff member will conduct random reviews/ inventories to verify the accuracy of the hardware inventory.	

Multiple instances of non-compliance in any Performance Requirement area of the PWS could result in multiple 1% deductions, not to exceed a total of 5% in deductions for that Performance Requirement area. Multiple instances of non-compliance in more than one Performance Requirement area of the PWS could result in multiple 1% deductions, not to exceed a total of 10% in deductions overall.